



kesiah@offbeetcompost.com

www.offbeetcompost.com

"When your soil is happy your belly is happy"

FAQS for former Roots Compost customers as of April 1

1) Will my service day change? For most of you it will not, but depends on where you live. If you live in Haverhill and Methuen, your new service day will be MONDAY. Also if you live in the Mary Immaculate or Duck Mill apts your service day will now be Thursday. Everywhere else your service will stay the same day.

2) Who do I contact with any questions/changes? Kesiah Bascom is the awesome owner/founder of OffBeet Compost and she can be reached by email at kesiah@offbeetcompost.com or text/call at 603-568-2756

3) Should I keep my yard sign up? For now, please do! The Roots Compost Website will redirect to OffBeet Compost, so it will still help with outreach. In May or June we will have updated yard signs for you!

4) Can I still compost the same stuff? YES! And since Kesiah's goal is to be composting 100% of your scraps at her own local farm, please use extra caution to remove fruit stickers, rubber bands, twist ties and tea bag staples, and absolutely no plastic bags of any kind!

5) Will it cost the same? For April and May it will. Starting in June the price will increase to \$25, with alternative lower cost options as well!

6) What will be done with my scraps and will I still get soil back? Kesiah and her team will compost them at her site in Haverhill. Compost will be given back twice a year. Look out for a community sifting day soon!

7) If I've saved my card info for auto-billing, do I have to reenter it? No, you're all set. Same invoices will be used

8) Will I continue doing Every Other Week?? TBD

9) I pay a discounted rate currently, will I get to continue paying that?? TBD

10) How can I volunteer? There will be lots of opportunities, first one is April 13th at our composting site in Dracut to help us sift and bag our finished compost soil amendment! More details to come. Check out OffBeet Compost on facebook and instagram for updates as well!

11) Will there be a chance to say goodbye to Roots and to meet Kesiah in person? Yes! Join us at our beloved community cafe El Taller in Lawrence on Tuesday April 23 for a fun time to celebrate what we've done, and what's up ahead!

12) Who is the new owner? Kesiah Bascom founded OffBeet Compost in Lowell two years ago.

13) Will I still use the same bucket? Yes, eventually they will be swapped out!



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14) Will I still receive weekly reminder emails? In the month of April, we will be switching you to a weekly text message reminder.

15) What is OffBeet's total service area? Now that the two businesses have merged, OffBeet Compost will be serving, Lowell, Dracut, Methuen, Haverhill, Lawrence, North Andover, Andover, Boxford, Tewksbury, Billerica, Chelmsford and Tyngsboro.

16) What's going to happen with the company Roots Compost? With MJ and Seb moving to the Washington DC area to live near family, Roots won't exist as an active curbside collection service in Massachusetts.

17) Does OffBeet collect from businesses and larger facilities (schools, hospitals, cafeterias)?

Yes, OffBeet has the trucks and equipment and people power to collect from ANY business big or small

18) Will payment still be monthly? Yes, but at the time of the price change we will offer 6 month and 1 year payments.

19) What's the new website? www.offbeetcompost.com

20) Want to stay in touch with Roots? sebtbrown@gmail.com

21) Stay up to date with OffBeet Compost? Follow us on instagram and facebook, also feel free to subscribe to our newsletter: <http://www.offbeetcompost.com/>

23) Do you do public education/speaking events at school, libraries churches? Yes on a case by case basis!

24) Can I drop off? We currently offer a drop off service in Lowell, MA and will be working hard to set up a similar option in Lawrence

25) Can I leave the bucket in the same spot outside my home? Yes!